Raw Enterprise Disk Storage

Product Summary

ITS owns and maintains a highly available SAN storage environment in the Salt Lake City and Richfield data centers. *Raw Enterprise Disk Storage* is available for use by State agency-owned Open Systems servers hosted in either of those locations.

The *Raw Enterprise Disk Storage* product also provides disk space to ITS-owned servers, mainframes, databases, and other applications.

Description of Services

Disk storage space in the ITS SAN environment is provided by enterprise-class disk storage devices in the Salt Lake and Richfield data centers. Connectivity to these storage devices is provided through high-speed Fibre Channel networks.

Product Benefits

Benefits
Outstanding performance with dual cluster RISC SMP processors, large cache, and serial disk attachment.
Redundant hardware including mirrored write caches and RAID-5 protection for disks to provide high availability for mission critical applications.
Support for a wide array of operating systems and hardware platforms.
High speed ESCON and Fibre Channel connectivity.
Physically secure, climate controlled environment.
24x7 monitoring.
Reliable uninterruptible power with battery backup and generator power.

Services Not Included with this Product

Services Not Included	
Backup and Restore Services	Backup and restore services are sold separately.

Related ITS Products

Related ITS Products	
Tivoli Backup and Restore Services for Open Systems	Tivoli Backup and Restore Services for Open Systems is available to State agencies for Open Systems servers hosted in the Salt Lake City or Richfield Data Centers.

ITS Responsibilities

ITS Responsibilities
All storage hardware is maintained by ITS with full support by the hardware vendor.
ITS provides 24x7 monitoring of the storage environment.

Customer Responsibilities

Customer Responsibilities
Purchase of HBAs for Open Systems servers attached to the SAN.

Product Service Levels

Raw Enterprise Disk Storage is provided by a highly available, highly reliable SAN storage architecture with 99.9% availability or better.

ITS Customer Support

ITS Customer Support provides help to address technical problems related to *Raw Enterprise Disk Storage*. Response to any Help Desk trouble ticket will be within the specified parameters as described below:

ITS Customer Support
Problem resolution is managed through industry best practices using a Tiered Support Process.
Problem priority is based on the importance of the system affected, the severity of system degradation, and the number of affected users.
Problems can be submitted 24x7 via phone or Web.
Web submissions are monitored during normal business hours (M-F 7:30 a.m. to 5:30 p.m.).
Response to submitted problems is two business hours for low and medium priorities, one clock hour for high priorities, and, thirty clock minutes for urgent priorities.
Response to escalated problem submissions not resolved by Help Desk/Tier 1 is within two business hours for low and medium priorities, one clock hour for high priorities, and, thirty clock minutes for urgent priorities.
Target problem resolution is two business days for low and medium priorities, eight business hours for high priorities, and two business hours for urgent priorities.
Resolution performance and escalation performance are measured regularly.
Customer satisfaction is measured regularly.
Outage reports are provided to communicate lessons learned and to explain future preventative measures.

System Requirements

Open Systems servers connected to the ITS SAN environment must have Fibre Channel Connectivity via one or more HBAs installed in each server.

Product Rate

Raw Enterprise Disk Storage has an established rate that has been approved by the Internal Service Fund Rate Committee. This rate may change on occasion in accordance with rules established by the Rate Committee. The table below lists current rates.

Rates	
Billable Item	**Rate[1]**
Raw Enterprise Disk Storage for Open Systems	$0.005/MB/month

Ordering the Product

Raw Disk Storage for open systems servers is normally sold in increments of 25×10^9 (25 billion) bytes.

Any State agency interested in purchasing *Raw Enterprise Disk Storage* should contact their assigned ITS Customer Relationship Manager (CRM). The provisioning process for *Raw Enterprise Disk Storage* includes these steps:

1. The customer agency contacts the agency's assigned CRM.
2. The CRM arranges for a needs assessment meeting between the customer agency and ITS. In this meeting, the amount of storage, timeframes for completion, and other parameters for the project are established.
3. The customer agency provides approval to ITS to provision the required storage space. Billing information is provided by the agency to ITS.
4. ITS provisions the required disk space.
5. The agency and ITS coordinate efforts to connect the agency's servers to the provisioned space.
6. Service and billing begins.

Product Agreement

ITS and the Customer agree that this Product Description together with an approved Product Order Form constitute a binding agreement between both parties for the Product and related services required by the Customer. This Agreement remains in effect according to the terms specified in the Product Order Form.

Product and/or Service Rates listed are in accordance with the approved ITS Rate Schedules. Therefore, the product description and order form replaces all other documentation, i.e., Contracts, Special Billing Agreements (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), etc.

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[1] Effective November 1, 2003.

To the extent that the terms set forth above conflict with an existing Contract, Special Billing Agreement (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), or other agreement between ITS and the customer, the parties acknowledge that the foregoing shall supercede the earlier agreement.